



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #03-06

To: Benefits Administrators
From: Brenda Kirby, Associate Director
State and Local Health Benefits Programs
CC: All OHB
Date: March 24, 2003
Re: 2003 Open Enrollment Instructions

During the Open Enrollment period for health care plan and membership changes (April 15 – May 16, 2003), eligible employees will be able to enroll in one of two ways: by using EmployeeDirect on the Web or by submitting an enrollment form. Personal information changes, which include changes in address, telephone numbers, or a covered family member's social security number, may also be updated during this period.

Please encourage your employees to enroll as early as possible. The last day for employees to enroll (using EmployeeDirect or by submitting an enrollment form) is May 16, 2003. The last day for Benefits Administrators to key Open Enrollment changes submitted by enrollment form is May 23, 2003. Defaults to COVA Care Basic will occur in early June. Meeting these deadlines makes it possible for employees to receive their new health care identification cards prior to July 1, 2003.

Encourage Employees To Use EmployeeDirect

Employees save time and agencies save time and money if enrollment changes are made using EmployeeDirect. It's quick, easy, and available 24 hours a day from any computer with Internet access. Having employees enter changes themselves eliminates the paper enrollment form and automatically updates BES.

Many employees and retirees have already taken advantage of EmployeeDirect. The Commonwealth saved approximately \$45,000 during last spring's Open Enrollment. Help us make our goal -- 80% of this year's open enrollment elections made through EmployeeDirect!

Step-by-step instructions for making Open Enrollment changes using EmployeeDirect are available on the EmployeeDirect Web site at <http://edirect.state.va.us>.

EmployeeDirect Passcodes

Employees will need their individual passcode to use EmployeeDirect. With their social security number and passcode, employees can login to EmployeeDirect, change their EmployeeDirect e-mail address, and review or update their health benefits profile.

If the passcode has not yet been received, or has been forgotten, the employee can visit EmployeeDirect and click "Don't Know Passcode". Passcodes are sent directly by e-mail within an hour to employees who have a correct e-mail address on file.

When a passcode is requested and the EmployeeDirect e-mail address is missing or incorrect, the employee is referred to their agency Benefits Administrator for assistance. Benefits Administrators can update most EmployeeDirect e-mail requests using the PSB301 and reason code 37. However, if a PMIS employee requests that their work e-mail address be used for EmployeeDirect, you must first blank out the e-mail address in BES and then enter the work e-mail using PSE091 which will automatically update BES. A successful transaction immediately updates the e-mail so your employee can revisit EmployeeDirect to request their passcode.

Many agencies have updated work e-mail addresses by sending a file to DHRM. For details, you may contact Belchior Mira at bmira@dhrm.state.va.us.

EmployeeDirect Confirmations

EmployeeDirect confirms changes in one of two ways. Either it approves the request right away with a confirmation number and a link to the updated Health Benefits Profile, or it pends the request to the employee's Benefits Administrator for additional review. Pended transactions appear on your BES Broadcast screen and should be accepted or rejected within 5 – 7 business days using PSBPEN in BES.

Open Enrollment elections made through EmployeeDirect receive a confirmation number and a courtesy e-mail that the change has been made. This e-mail is sent to both the employee and their Benefits Administrator. Each successful Open Enrollment election will create a July 1 suspense record in BES and an official BES turnaround document for the agency.

Because this Open Enrollment is expected to generate a high volume of EmployeeDirect elections, you may want to investigate ways to redirect your e-mails from EmployeeDirect. Check with your agency's e-mail administrator about directing all EmployeeDirect e-mails to a specific folder to avoid overloading your regular e-mail inbox.

BES Keying Instructions for Open Enrollment

Open Enrollment changes submitted by paper enrollment form are keyed in BES using PSB301 and reason code 56. The date you receive the enrollment form is entered for Receive Date and Event Date. This date must be a valid date between April 15 and May 16, 2003. The Effective Date is calculated by BES and will be July 1, 2003.

Reason code 56 will be disabled at close of business on Friday, May 23. If you fail to meet this deadline, you must request an extension in writing from the Office of Health Benefits. E-mail your request to Brenda Kirby at bkirby@dhrm.state.va.us.

Handling Suspense Records and Retro PMIS or BES Transactions

Now that PMIS and BES are more tightly interfaced by effective dates, some transactions may be denied when there is already a BES or PMIS record in suspense. When this happens, the suspense record will have to be deleted, the new transaction entered, and the deleted suspense record re-keyed.

If a BES suspense record prohibits the BES or PMIS change, follow these steps:

- Use PSB305 to view and screen-print the suspense record.
- Use PSB117 to delete the suspense record.
- Use PSB301 and the appropriate reason code to enter the new transaction. If the new transaction is from EmployeeDirect, the EmployeeDirect e-mail serves as your documentation and authorization in lieu of an enrollment form.
- Re-key the deleted suspense record. After May 23, 2003 you must contact OHB for assistance in re-keying the Open Enrollment election.

If a PMIS record prohibits a retro-BES change, contact Joann Stamper of DHRM at jstamper@dhrm.state.va.us for assistance in adjusting the PMIS record.

If a BES record prohibits a retro-PMIS change, contact Herb Boyd of DHRM at hboyd@dhrm.state.va.us for assistance in adjusting the BES record.

In either case, include the individual's SSN, name, and a brief description of the problem.

Health Benefits Contacts Database

The Office of Health Benefits maintains a contacts database for communicating information and distributing materials to agencies. This database permits one Benefits Administrator and one Benefits Manager for each Agency / Group number in BES. EmployeeDirect also uses this database to determine an employee's Benefits Administrator. We ask that the designated contact share communications with others that may also be responsible for the same Agency / Group number.

Requests for updates to the contacts database may be sent to Anne Waring at awaring@dhrm.state.va.us or to Brenda Kirby at bkirby@dhrm.state.va.us.

Help Available For EmployeeDirect of BES Data-Entry

Contact a member of the Office of Health Benefits Systems Team if you have questions about EmployeeDirect or BES Data-Entry:

Active Employees:

Herb Boyd	(804) 371-6062	hboyd@dhrm.state.va.us
Teresa Fleming	(804) 371-6465	tfleming@dhrm.state.va.us

Retirees:

Linda Lindquist	(804) 371-6463	llindquist@dhrm.state.va.us
-----------------	----------------	--